



NORTH CAROLINA

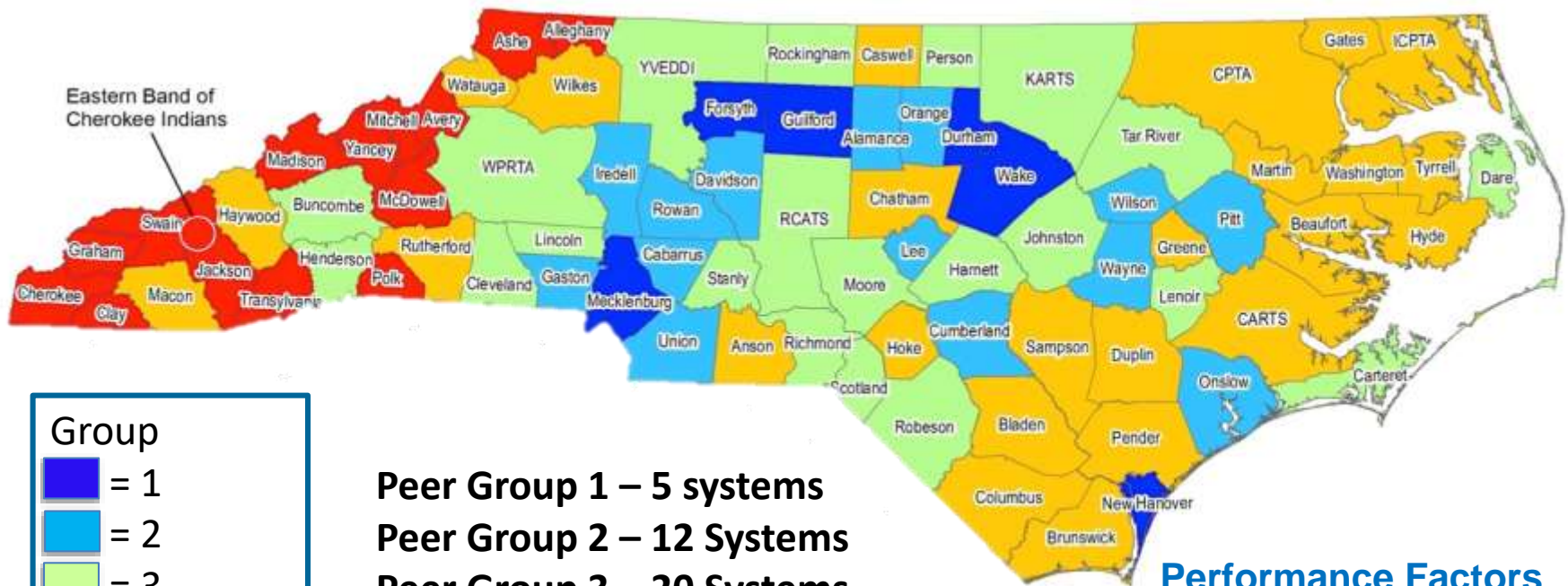
Department of Transportation



PTD FY 17 Awards

Performance Excellence
Innovation

Community Transportation Peer Groups



Performance Factors

Passengers Per Seat Hour	25%
Subsidy Per Trip (\$)	35%
Cost per Trip	30%
Net Promoter Score (NPS)	10%

Community Transportation FY17 Performance Excellence Award Winners by Peer Group

Peer Group 1

- [Wake County](#)

Peer Group 2

- [Cabarrus County](#)

Peer Group 3

- [Johnston County Council on Aging, Inc.](#)

Peer Group 4

- [Brunswick Transit System, Inc.](#)

Peer Group 5

- [Cherokee County Transit](#)

Urban Peer Groups

Peer Group 1
Asheville (ART)
Charlotte (CATS)
Chapel Hill (Chapel Hill Transit)
Durham (GoDurham)
Fayetteville (FAST)
Greensboro (GTA)
High Point (HiTran)
NCSU (Wolfline)
Raleigh (GoRaleigh)
Wilmington (Wave Transit)
Winston-Salem (WSTA)

Peer Group 2	
Gastonia (Gastonia Transit)	Greenville (GREAT)
Rocky Mount (Tar River Transit)	Goldsboro (GWTA)
Concord/Kannapolis (CK Rider)	Salisbury (Salisbury Transit)
Cary (GoCary)	Jacksonville (Jacksonville Transit)
Wilson (Wilson Transit)	Burlington (Link Transit)
Western Piedmont Regional Transportation Authority	Henderson County (Apple Country)

Performance Factors

Operating Ratio	35%
Costs Per Trip (\$)	30%
Passengers Per Hour	25%
Net Promoter Score (NPS)	10%

Urban Performance Excellence FY17 Award Winners by Peer Group

Peer Group 1

- [GoRaleigh](#)

Peer Group 2

- [Concord / Kannapolis \(CK Rider\)](#)

2017 NCDOT Innovations in Public Transit Service Award

Selection Criteria:

- Problem identification
- Implementation of innovative transit service solution
- Documented results / outcomes

Evaluation Team

- Kai Monast, Sid Morgan, Randy Cantor, JD Stewart



Self Nominations Received:

- GoRaleigh – Real Time Arrival Signs
- Johnston County Area Transit System (JCATS) – Community Funded Transportation
- Land of Sky – Taxi Voucher Program
- Macon County Transit – QRyde Coordination Module
- Mountain Mobility – Going the Distance Award Program
- PAS-TRAN – Service Areas to Innovate

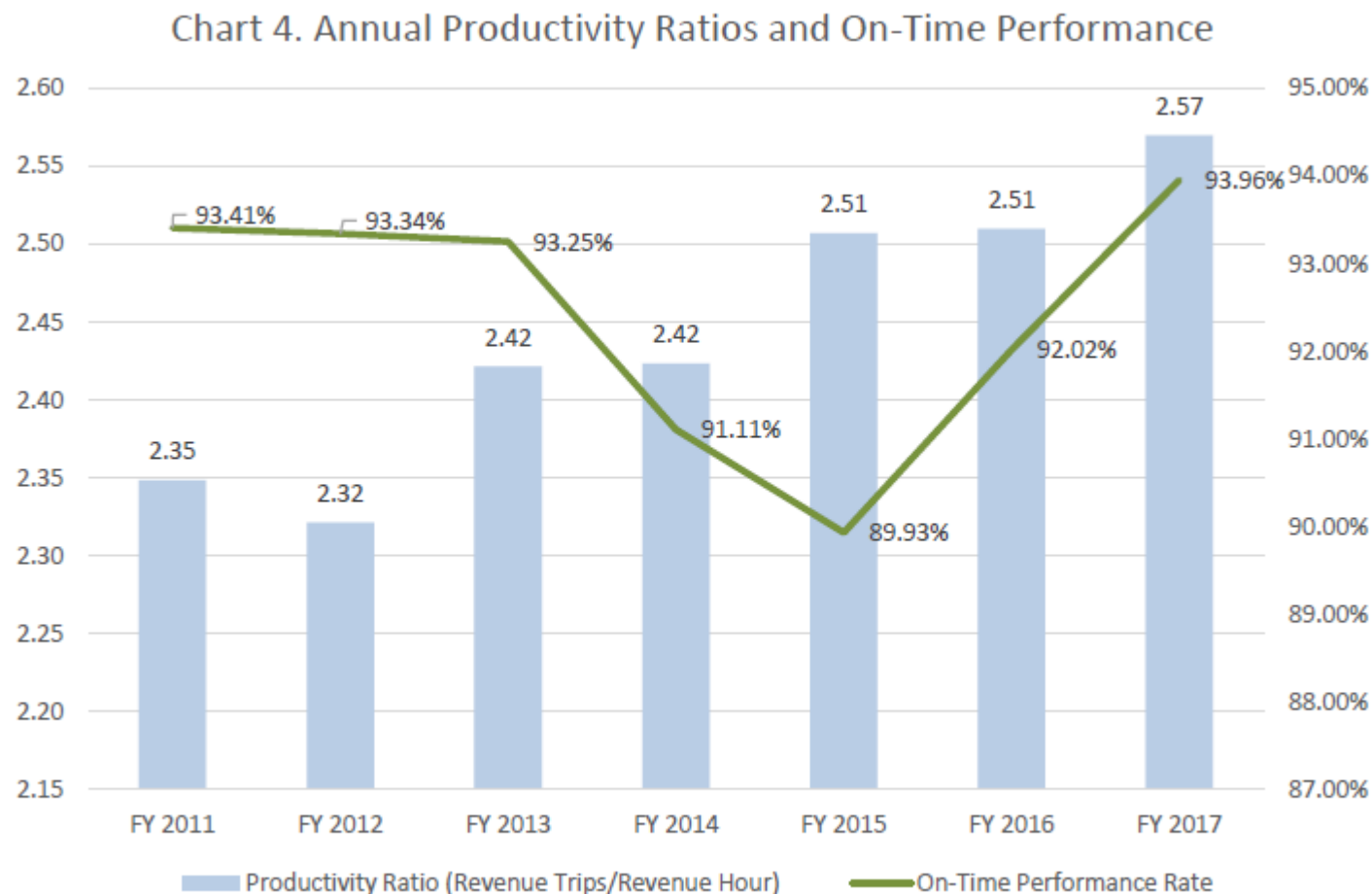
2017 NCDOT Innovations in Public Transit Service Award Winner

Mountain Mobility – Going the Distance Award Program

The tenants of the awards program were to:

- (1) define success for vehicle operators,
- (2) recognize successful vehicle operators,
- (3) identify vehicle operators that need intervention or assistance on their path to becoming successful, and
- (4) improve the performance of employees by providing them with a performance measure to meet.

2017 NCDOT Innovations in Public Transit



Most important result - investment of the individual employees in the system's performance.